

## LOAN SERVICE OFFICER SERIES

<b>Code No.</b>	<b>Class Title</b>	<b>Occ. Area</b>	<b>Work Area</b>	<b>Prob. Period</b>	<b>Effective Date</b>
2776	Loan Service Officer I	02	358	6 mo.	08/15/95
2777	Loan Service Officer II	02	358	6 mo.	08/15/95
2778	Loan Service Officer III	02	358	6 mo.	08/15/95

*Promotional Line: 344*

### Series Narrative

Employees in this series are engaged in the maintenance and “servicing” of student loans; they ensure that the terms of the loans, as well as federal and state regulations governing them, are complied with by the borrower and the guarantor. Such employees typically follow a loan from the point of origination to the point it is being repaid by the borrower. They are therefore engaged in such activities as assessing the status of loans, notifying borrowers of the status of their loan, counseling them on deferments and entitlements accorded by federal “due diligence” regulations, granting loan extensions, deferments, forbearances, or grace periods during which the borrower would not have to make repayments, evaluating a borrower’s financial status, arranging repayment schedules, and assisting borrowers in consolidating their loans. The employees may also be involved in the purchase of loans from other lenders or provide liaison with original lenders, credit bureaus, or lawyers. This series does not include employees who are primarily involved in the collection of defaulted loan repayments.

### DESCRIPTIONS OF LEVELS OF WORK

#### **Level I: Loan Service Officer I** **2776**

Employees at this level analyze and administer standard student loan activities, ensuring that obligations of both borrower and creditor are met. The employees work under general supervision from higher level loan service officers.

A Loan Service Officer I typically –

1. analyzes loans held by a creditor to ensure continued guarantee of the loan, to assure compliance with federal and state statutes, rules, and regulations, and to identify any other difficulties that might be present or likely in loan documents
2. via automated telecommunication equipment, contacts borrowers coming out of grace period, forbearance, or deferment and counsels them on loan repayment, explaining and enforcing their rights and responsibilities
3. calculates and bills borrowers for principal and interest due on loans
4. capitalizes interest on loans when needed and informs borrower of action
5. tracks borrower with multiple loans to assure repayment dates coincide

6. makes individualized repayment arrangements (such as reduced payments or interest-only payments); may calculate long-term payment plans and advise borrower of payment structure
7. refers past due accounts (such as those over 90 days or “skip” accounts) for collection assistance so that joint collection activities can begin
8. performs other related duties as assigned

**Level II: Loan Service Officer II****2777**

Employees at this level are more advanced, skilled loan service officers capable of handling more difficult tasks or projects, such as working on problematic accounts that involve a high level of decision making, reviewing and monitoring student loan portfolios, or developing procedural guidelines and eligibility criteria for the purchase of loans. The employees work under direction from higher level officers.

A Loan Service Officer II typically –

1. researches and rebuilds loan histories in response to inquiries that may come from borrowers, creditors, or legislators
2. responds to intricate questions on how payments are posted and interest calculated
3. combines loans by offering student loan consolidation service
4. negotiates and concludes loan sale requests from other holders of serial loans and negotiates the purchase of new loan portfolios
5. cyclically reviews loans in loan forgiveness program, rehabilitated loans, loans with lender fee outstanding, loans that have lost their guarantee, and loans being held under “intent” to continue school
6. reviews and performs manual “due diligence” on loan portfolios, including establishing repayment schedules
7. acts as third party contact with credit bureaus, lawyers, and lending institutions
8. litigates on selected accounts to prevent default
9. assigns and reviews work of assigned staff
10. performs other related duties as assigned

**Level III: Loan Service Officer III****2778**

Employees at this level supervise a staff of loan service officers and assist in the management of the loan service department. They work under administrative direction from higher level managers.

A Loan Service Officer III typically--

1. supervises a staff engaged in servicing and maintaining student loans, including the direction of work activities and staff selection, training, monitoring, performance rating, and disciplinary actions
2. drafts and/or revises procedures used by the unit; determines procedures to be followed in unusual situations
3. ensures compliance with rules and regulations; formulates documents specifically for new programs encompassing rules and regulations
4. services sensitive accounts or accounts needing special handling
5. analyzes make-up of loan portfolio and prepares reports as required
6. furnishes programmatic advice on borrower accounts to third parties
7. interprets, revises, and enforces departmental policies and procedures for loan portfolios
8. is responsible for scheduling and use of telecommunications services by the unit
9. plans/designs projects in preparation for changes or expansion of operations
10. selects loans for third party “cure” service
11. performs other related duties as assigned

**MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:**

**Level I: Loan Service Officer I**

**2776**

**CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER**

1. high school graduation or equivalent
2. Any one or any combination of the following types of preparation:
  - (a) progressively more responsible work experience in any office setting
  - (b) work experience in a business setting
  - (c) credit for college course work in business related fields (such as accounting or business administration)
  - (d) credit for college course work in fields other than those described in “c”
  - (e) credit for vocational training in fields related to business
  - (f) credit for vocational training in fields other than those described in “e”

that totals 1.0 unit according to the following conversion rates:

24 months of “a” = 1.0 unit

12 months of “b” = 1.0 unit

12 semester hours of “c” = 1.0 unit

24 semester hours of “d” = 1.0 unit

12 months of “e” = 1.0 unit

24 months of “f” = 1.0 unit.

Amounts of experience, education, or vocational training less than those listed above should be converted to decimal equivalents of 1.0 unit and added together when computing combinations of the different types of preparation.

3. Any one or any combination of the following types of **additional** preparation:

- (a) experience in the field of servicing consumer loans
- (b) credit for college course work in fields directly related to consumer finance (such as finance, economics, money and banking, consumer credit, credit reporting, collection techniques, or consumer finance)

that totals 1.0 unit according to the following conversion rates:

12 months of “a” = 1.0 unit

12 semester hours of “b” = 1.0 unit.

Amounts of experience or education less than those listed above should be converted to decimal equivalents of 1.0 unit and added together when computing combinations of the different types of preparation.

#### PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

- 1. knowledge of routine office practices, procedures, and equipment
- 2. skill in communicating effectively
- 3. ability to learn various types of student loans
- 4. ability to apply rules and regulations
- 5. ability to calculate loan interest and determine loan repayment amount

6. ability to negotiate loan schedules or repayments
7. ability to reconcile accounts/records
8. ability to work independently and exercise judgment

**Level II: Loan Service Officer II****2777****CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER**

1. possession of credentials listed for the Loan Service Officer I
2. Any one or any combination of the following types of **additional** preparation:
  - (a) work experience comparable to a Loan Service Officer I
  - (b) credit for college course work in fields directly related to consumer finance (such as finance, economics, money and banking, consumer credit, credit reporting, collection techniques, or consumer finance)

that totals 1.0 unit according to the following conversion rates:

24 months of “a” = 1.0 unit

24 semester hours of “b” = 1.0 unit.

Amounts of experience or education less than those listed above should be converted to decimal equivalents of 1.0 unit and added together when computing combinations of the different types of preparation.

**PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB**

1. skill in communicating effectively
2. ability to learn various types of student loans
3. ability to negotiate loan purchases and payment plans
4. ability to calculate loan interest and determine loan repayment amount
5. ability to interpret rules and regulations governing student loans and related jurisdiction
6. ability to work independently and exercise judgment

**Level III: Loan Service Officer III**

**2778**

**CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER**

1. possession of credential requirements listed for the Loan Service Officer II
2. two years of work experience comparable to the Loan Service Officer II

**PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB**

1. extensive knowledge of student loan programs and other monetary award programs
2. skill in verbal and written communications
3. supervisory ability
4. organizational perspective

Loan Service Officer I.....	New
Loan Service Officer II .....	New
Loan Service Officer III.....	New